

PROBE PROLIFIC PROFICIENT PROVIDE PROUD PROMPT PROGRESS PROACTIVE

PROMINENT PROCLAIM PRODUCTION PROFESSIONAL PROBE PROLIFIC PROFICIENT PROVIDE PROUD PROMPT PROGRESS

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# Service Pros

2003-2004  
ANNUAL REPORT

Michael K. Jeanes  
Clerk of the Superior Court  
Maricopa County

PROBE PROLIFIC PROFICIENT PROVIDE PROUD PROMPT PROGRESS PROACTIVE



*Service Pros...*

*Putting the Pros to Work*



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# Program

## Becoming a Service Pro

In the Clerk of the Superior Court's Office, our goal is to continually be at the top of our game for our customers. In fact, it is our desire to perform so well at serving our customers that we are referred to as pros.... "Service Pros" to be exact. To accomplish this, we have enlisted some other kinds of "pros" to work for us.

As you read through this report, you will see the emphasis we place in using these pros in countless ways. While it is likely that you are already familiar with and have even used them, I'll introduce a few to you. They are: Professional, Proficient, Produce, Proceed, Provide, Progress, and Proclaim. As you can see, these pros are action-oriented. They define what we are about and the work we are doing. They state the direction in which we are headed, describe the attitudes that we have, demonstrate our commitment to you, and characterize our vision for the future. To us, they mean business; to you, they translate to service.



With our current staff of pros committed to using these value pros, we are performing at a consistently higher level, delivering winning solutions for our customers, and providing services in a manner considered to be among the best in Maricopa County; qualifying our staff as "Service Pros."

Our complete game plan for what it takes to be a "Service Pro" is listed on page 8 of this report in our Mission, Vision, and Values statements. I invite you to consider them as you look at this report.

I am proud of our team and the service victories we have attained this past year. As I look ahead, I anticipate taking our game to an even higher level for those we serve. The **PRO**spects look **PRO**mising.

Sincerely,

Michael K. Jeanes  
Clerk of the Superior Court,  
Maricopa County





*"Every calling is great  
when greatly pursued."*

-Oliver Wendell Holmes

# Professional

A look at the office professionals  
who are leading the way.

**PROFILING WHAT'S AHEAD...**

Meet the Clerk

Meet the Associate Clerks

## Prone to Serve and Lead

In November 1998, Michael K. Jeanes was elected to the office of the Clerk of the Superior Court by the voters of Maricopa County. In November 2002, he was re-elected to the Office to serve a second four-year term.

Jeanes was born in Chicago, Illinois, but has lived more than half of his life in Maricopa County. He earned a Bachelor of Arts Degree in political science from Loyola University in Chicago, and a Master of Public Administration Degree from Arizona State University.

Prior to being the Clerk of the Court, he served as an associate clerk within the Clerk's Office for nearly 11 years. Other positions he has held include Court Services Administrator and Management Analyst for Superior Court, and Management Analyst/Project Manager for Maricopa County.



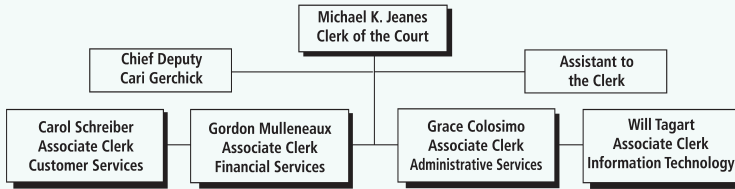
As the Clerk, he is the official record keeper and fiduciary agent for Superior Court and is responsible for leading a staff of more than 640, supporting more than 120 judges and commissioners, serving a constituency of 3.5 million, and operating an office that serves the fourth largest county in the nation.

Michael is a strong advocate for quality customer service as evidenced by his initiative in taking significant steps toward improving service. Among those steps are forming a Customer Services Division that is devoted to all aspects of customer service, implementing an on-line survey to solicit customer feedback about the service they received, and he personally teaches a customer service class to all new employees. His biggest step to improve service is working toward implementing an electronic document management system that will completely transform how the court does business.

His desire to serve is also reflected in his professional and community involvement, which extends to membership in more than 20 national and local organizations.

### COMMENTS MICHAEL MADE TO NEW EMPLOYEES AT THEIR ORIENTATION MEETING:

- "We always need to treat our customers with dignity and respect."
- "We have to operate with the highest level of integrity."
- "We continually have to look at what we are doing. There is always room for improvement."
- "We have to get where our customers needs are going to be, not where they are now."
- "We receive 8,000 documents a day. There is someone behind each of those documents that cares about it. Every single document is important, and it is important to get it to its place."
- "Customer service has to be a way of life, a way of thinking."
- "The work we do here is critical to people's lives."
- "Put yourselves in the customers shoes. How would you like to be treated?"

*Administration Pros**Strong Proponents of Service***CUSTOMER SERVICES DIVISION — Carol Schreiber, Associate Clerk**

Carol has 29 years experience in the Clerk's Office. In 1999, she was selected as the Associate Clerk for the Customer Services Division. Prior to this appointment, she was the assistant associate clerk for Administrative Services. Her division receives documents for filing; processes cases from initiation and fee collection through archiving; provides support to more than 120 judges and commissioners; processes appeals and exhibits; issues marriage licenses; and processes passport applications. This division also documents court proceedings and distributes rulings.

**FINANCIAL SERVICES DIVISION — Gordon Mulleneaux, Associate Clerk**

Gordon has been a part of the Clerk's Office for 14 years, 13 of which he has been the Associate Clerk. Prior to the Clerk's Office, he worked as an administrator for a law firm in Pittsburgh, PA. His division performs the statutory fiduciary responsibilities of the Office by collecting fees and fines, allocating funds, disbursing exonerated bonds, processing payments from probationers, and issuing restitution checks to victims.

**ADMINISTRATIVE SERVICES DIVISION — Grace Colosimo, Associate Clerk**

Grace has served in the Clerk's Office for 13 years. For the past 10 years, she has been the Associate Clerk for Administrative Services. Prior to this position, she served three years as the assistant associate clerk for the Family Support Center. Her division provides internal support to the Office. This division oversees all budget, human resources, training, auditing, facilities management, and supplies.

**INFORMATION TECHNOLOGY GROUP — Will Tagart, Associate Clerk**

Selected as an Associate Clerk in 2004, Will is the most recent addition to the senior management team. Since joining the Clerk's Office eight years ago, he has worked in a variety of roles including application development, project management, operations management, and most recently served as Information Technology Director for the office. His division provides development, implementation and support for technology initiatives throughout the office. The IT division also provides coordination and oversight for voice and data telecommunications, in addition to security.



*"The secret of getting  
things done is to act!"*

-Benjamin O. David

# Profile

A profile on the Office of the Clerk  
of the Superior Court.

**PROFILING WHAT'S AHEAD...**  
Office Overview  
Mission, Vision, Values



## Office Plays Prominent Role

### BRIEF HISTORY ABOUT THE CLERK'S OFFICE

The Office of the Clerk is one of the oldest of public servants in existence. The office can be traced back more than a thousand years. In America, when the early colonists arrived, the Office of Clerk was one of the first forms of local government they established.

Through the years, Clerks have become the hub of government, the direct link between citizens and their government. Very few offices in county service assist such a wide range of people.

In Arizona, the Clerk's Office, which was established by State Constitution, serves the citizens, the legal community, and the Superior Court. The office was created by the state's founders to be responsive to the public, mindful of the taxpayer, and independent of the court itself. The Clerk is an elected official who serves as the official record-keeper of the Court and acts as a safeguard and processor of all monies collected.

### THE CLERK'S OFFICE TODAY

Today, Michael K. Jeanes, Clerk of the Court, and his staff serve one of the largest and fastest growing counties in the nation. The Office is committed to quality customer service, innovation, and technological improvements for more efficient service. It is dedicated to being user-friendly and fiscally responsible. The Office has seven locations to serve the public throughout the County.

### FUNCTIONS OF THE CLERK'S OFFICE

The functions of the Clerk of the Court satisfy more than 500 state statutes and court rules. Among the office's responsibilities are to:

- Provide public access to the records of the Superior Court in Maricopa County;
- Attend each Superior Court session to record the actions of the court;
- Be the first stop in initiating any Superior Court action in civil, criminal, mental health, probate, tax, family court matters, and juvenile which includes delinquency, dependency, adoption, and severance cases;
- Collect and disburse court-ordered fees, fines, and victim restitution;
- Provide various family support services to the public;
- Receive, distribute, and preserve official court documents;
- Store exhibits for all court cases;
- Issue and record marriage licenses; and
- Process passport applications.

# The Prescription for Service Excellence

## THE MISSION, VISION, AND VALUES OF THE OFFICE

Following are the **Mission**, **Vision**, and **Values** as set forth by the leadership of the Clerk of the Superior Court's Office that guide the office and employees in its effort to be "Service Pros":

### *Mission*

The Mission of the Clerk of the Superior Court is to provide court-related records management, financial, and family support services to the public, the legal community, and the Superior Court so they can have effective access to the legal process.

### *Vision*

Meeting the needs of our customers before they ask.

### *Values*

**Customer Service:** Providing quality service to our customers, with understanding and respect, in a timely manner.

**Employees:** Creating a healthy environment in which employees are involved, respected, challenged, encouraged, appreciated and given opportunity for development.

**Efficiency:** Using well-chosen resources effectively and making fiscally responsible decisions based on facts and employee input.

**Ethics:** Exemplifying the highest standards of integrity and professionalism.

**Justice:** Promoting the impartial administration of the justice system.

# Production



A look at the statistical production of the office.

## PROFILING WHAT'S AHEAD...

Case Filing Statistics

Marriage License Statistics

Other Important Statistics

*"Here is the simple  
but powerful rule...  
always give people more  
than they expect to get."*

-Nelson Boswell

## Cases Filed

The Filing Counters are the starting point for the majority of Superior Court cases.

### CIVIL CASES

2003 - 2004 = 33,562  
2002 - 2003 = 33,666  
2001 - 2002 = 31,708  
2000 - 2001 = 29,152

### PROBATE / MENTAL HEALTH

2003 - 2004 = 6,992  
2002 - 2003 = 6,727  
2001 - 2002 = 6,691  
2000 - 2001 = 6,583

### CRIMINAL CASES

2003 - 2004 = 34,210  
2002 - 2003 = 36,238  
2001 - 2002 = 30,902  
2000 - 2001 = 27,516

### TAX CASES

2003 - 2004 = 1,537  
2002 - 2003 = 1,363  
2001 - 2002 = 1,280  
2000 - 2001 = 1,494

### FAMILY CASES

2003 - 2004 = 34,868  
2002 - 2003 = 32,733  
2001 - 2002 = 32,833  
2000 - 2001 = 33,054

### JUVENILE COURT

2003 - 2004 = 18,348  
2002 - 2003 = 16,964  
2001 - 2002 = 17,916  
2000 - 2001 = 17,936

In addition, the Clerk's Office had 1,396,914 subsequent adult case filings and 193,401 subsequent juvenile case filings in 2003-2004. (Subsequent filings are documents that are filed after the original petition)

## Total Funds Collected in 2003-2004

The Collections Unit is responsible for collecting funds for the Court/County from jury fees, business accounts, deferred copy/filing fees, and providing collection services for non-sufficient funds.

2003 - 2004 = \$1,791,802.35  
2002 - 2003 = \$1,169,339.24  
2001 - 2002 = \$907,482  
2000 - 2001 = \$909,338

## Total Restitution Monies Disbursed

The Criminal Financial Obligations (CFO) Section is responsible for the disbursement of all court ordered financial sanctions including restitution payments to victims of crime. In addition, CFO works to locate the victims of crime who are owed restitution but have lost contact with the court.

2003 - 2004 = \$8,200,819

## Marriage Licenses & Passport Applications

The License Services Office is responsible for issuing marriage licenses and processing passport applications.

### MARRIAGE LICENSES ISSUED

2003 - 2004 = 23,425

2002 - 2003 = 22,346

2001 - 2002 = 22,392

2000 - 2001 = 27,186

### PASSPORT APPLICATIONS PROCESSED

2003 - 2004 = 21,335

2002 - 2003 = 21,788

2001 - 2002 = 24,180

2000 - 2001 = 33,165

## Exhibits Processed & Released

### for Adult and Juvenile Court

The Exhibits Department is responsible for receiving and storing exhibits, transcripts, and depositions for all case categories. The classified materials retained include sealed files, medical records, mental health files, protected addresses, and grand jury materials.

2003 - 2004 = 128,082

2002 - 2003 = 124,209

2001 - 2002 = 110,998

## Number of Images Filmed

Micrographics films court case files for permanent retention according to State of Arizona archival standards.

2003 - 2004 = 282,029

## Minute Entries Distributed

The Distribution & Duplication Center is responsible for distributing the minute entries for endorsement to appropriate parties.

### MINUTE ENTRIES COPIED AND DISTRIBUTED FOR 2003 - 2004

Adult Case = 301,186

Juvenile Case = 357,791

### ELECTRONIC MINUTE ENTRIES DISTRIBUTED ELECTRONICALLY FOR 2003-2004

Adult Case = 1,589,280

Juvenile Case = 334,926

## Other Statistics

In 2003-2004, the Clerk's Office had:

Appeals Filed = 857

Notary Bond Applications Processed = 13,604

Pages Scanned = 8,803,271

## Wage Assignment Mailings

Support Finance's responsibilities include processing Orders of Assignment and Orders Stopping Orders of Assignment. The Orders of Assignment along with supporting documentation and instructions are sent to the obligor's employer. The employer is required by law to comply with the court order to either withhold or terminate withholding support money from their employee's wages or other compensation. When the employee's payments are modified or terminated by court order the employer is notified using the same process. The withholdings are directed to the Support Payment Clearinghouse, which distributes them to the obligee.

**2001 - 2002 = 22,024      2002 - 2003 = 22,132      2003 - 2004 = 24,024**

(This includes new orders, modifications, subsequent and stop orders)

## Expedited Services Conferences Held

Expedited Services is committed to helping parents find constructive ways to resolve their disputes so that children may grow up in a healthier climate, and become successful.

**2001 - 2002 = 4,422      2002 - 2003 = 5,224      2003 - 2004 = 5,443**

During fiscal year 2003-2004, Expedited Services was managed by the Clerk of the Superior Court's Office. This office has since been transferred to the Family Court.

## Tracking Processes

Support Services is responsible for the tracking of specialized Family Court filings, such as Requests for Expedited Services; Child Support Modifications Pursuant to the Guidelines Simplified Procedure; Request to Modify or Stop an Order of Assignment; Establishment of Child Support; Motion to Revoke or Suspend Child Support Order, Stop/Modify Order of Assignment; and Expedited Judgment of Arrears.

**2001 - 2002 = 8,232      2002 - 2003 = 7,679      2003 - 2004 = 8,716**

## Customer Service

The Customer Service Center provides services for customers to obtain a marriage license, apply for a passport, and access court records. Below are the total number of customers they served in 2003-2004.

**Customers Served = 269,646**

The Star Call Center is responsible for answering and routing the office's telephone calls. Below are the amount of calls agents processed:

**2001 - 2002 = 246,095      2002 - 2003 = 254,258      2003 - 2004 = 254,429**

The Customer Information Center Desk assists the public with information and/or directions when they visit the court. Following is the number of people they assisted in 2003-2004.

**Customers Assisted = 131,921**



# Proclaim

*"Always do more  
than is required of you."*

-George S. Patton

Proclaiming the 2003-2004 highlights for  
the Clerk of the Superior Court's Office.

## PROFILING WHAT'S AHEAD...

New Services  
Service Improvements  
Awards and Honors

## New Durango Juvenile Court Building Project Completed and Open

One of the office's biggest projects of the year was moving into the new Durango Juvenile Court Building. The 263,000 square-foot facility, which was officially dedicated in the summer, includes offices for the Clerk of the Court, Court



The new Juvenile building is located at 3131 W. Durango, just west of the old Durango Juvenile building.

Administration, Juvenile Probation Court Services, Court Appointed Special Advocate, the Public Defender's Office, the County Attorney's Office, and Court Security. It also includes an expanded state-of-the-art juvenile detention facility.

The Clerk's Office is located on the first floor and has areas for a filing counter, payment windows, file maintenance, distribution, appeals, exhibits, and courtroom clerk staff.

The new facility has three floors, 12 electronic courtrooms, including two large courtrooms, and a child play area on each floor.

The Juvenile Durango Building is the third building in four years that the office has moved into. In 2001, the office moved into the new Customer Service Center (CSC), which brought the court records together, increased storage capacity, and provided other benefits to customers and staff. The CSC building was followed up in 2002, with the opening of the new Northwest Regional Court Center in Surprise, which expanded court services in the Northwest Valley.

## Remodeling Projects Improve Area for Public and Staff

In an effort to modernize, professionalize, and increase storage in the work environment for staff and the public, several areas in the Office were reconstructed including: the Criminal Filing Area, Electronic Document Management areas, Family Court Docket, Administration, Customer Service Center, and Information Technology. Much of the remodeling work was completed with surplus, which resulted in a significant cost savings for the Office.

### Prompt

Comments from the public about the prompt service they received from the Clerk's Office staff:

- "Always ready to help and provide fast and prompt service."
- "Most excellent and speedy service."
- "Fast and efficient service. I got the answer I needed."
- "They were fast, kind, and efficient."
- "Nice to see the tax dollars used in an efficient manner."





## *Progress Made with E-filing Proves to be Efficient New Service*

The Clerk's Office made significant progress in making the handling of litigation matters as convenient as on-line banking when Clerk of the Court, Michael Jeanes officially presented the E-Filing Program in Complex Litigation. The new program allows participating parties to electronically file their documents with the Court and enables the Court to electronically review all documents filed, and even modify proposed orders submitted by the parties. The project involves complex civil litigation cases where there are multiple parties, cases, or issues. The parties involved in the case must agree to participate in the project and the case must meet the criteria to be eligible. Future plans are to expand e-filing to all case types.



Clerk of the Court Michael Jeanes accepts the first e-filed document.

## *Electronic Document Management System Continually Progressing*

The vision of the Clerk of the Court's Office is to provide more efficient service and revolutionize the way the court does business by replacing the official court record with electronic documents and images. Many years ago, the office began building an electronic document management system to make this vision a reality. Every day, more and more electronic court records are becoming accessible remotely and simultaneously by all users, and work processes are being automated to maximize efficiency.

In 2002, the Office began scanning the paper documents it receives for filing in Criminal, Civil, Family Court, Mental Health, and Tax case types (Probate documents have been scanned since Dec., 1997). Approximately 85 percent of all documents filed in these case types are now being scanned and converted to electronic documents, and the electronic repository of images now contains over 5 million documents. These electronic records are being accessed by a user base of over 2,000 Court, Clerk's Office, and criminal justice agency personnel, as well as hundreds of public users who access these records daily from computer terminals in the public records areas.

## *Exhibiting Progress*

The Clerk's Office made several enhancements to its Exhibit Tracking System that increases the efficiency by which the office manages court exhibits as a whole. The Exhibit Tracking System features a bar code that is placed on each exhibit tag, which enables the exhibit to be scanned in and out. Other features include: providing information on the exhibits storage location; availability status; and who has had control of the exhibit.

## Restructuring the Process for Families

To improve the coordination of family court-annexed programs and to provide the best possible remedies to families served by the Clerk's Office and the Court, a decision was made to transfer oversight of the Expedited Services Office from the Clerk's Office to the Family Court Administration.

The change, which was effective July 1, was carefully considered and there was no distinguishable change in duties or locations.

"While it is difficult to adjust to change when a sense of loss is involved, it is made easier knowing that the ultimate goal is constructive," Clerk of the Court Michael Jeanes said.

Expedited Services was established as part of the Family Support Center in 1988 for the purpose of enforcing the court's orders for child support and visitation, now known as parenting time. In 16 years, the department expanded its services and garnered national recognition for its innovative programs.

## Process Changes for Passport Issuance to Minors

The Clerk of the Court's Passport Offices began complying with a new requirement from the Department of State's Bureau of Consular Affairs on Feb. 1, 2004 regarding the personal appearance of all minors applying for a passport. Prior to the new requirement, parents were not routinely required to bring a child under the age of 14 with them when they applied on the child's behalf.

Now when applying for a passport on behalf of a minor under the age of 14, parents are required to have their child present and submit documentation of parental relationship and consent, as well as comply with all other documentation requirements for the issuance of a passport. The new requirement applies to all regular, official and diplomatic passports for children under the age of 14, even if the child has previously been issued a passport.



### Pro Per

*(Pro Per is a term used to describe a person who does not hire a lawyer and appears for oneself in court.)*

- The Clerk of the Court's Support Services Area provides assistance to pro pers in the following areas: Child Support Calculations; Requests to Modify Child Support; Support Payment Histories; and Arrears Calculations. They also create Orders of Assignment and Stop Orders when those documents are not filed at the time of the court hearing. In addition, they provide information regarding the proper forms to use, the filing fees associated with the different documents, and direction on receiving attorney assistance. To contact Support Services, you may call 602-506-7444.
- According to Superior Court, 84 percent of the Family Court cases filed in 2003-2004 were represented by a pro-per in either one or both of the parties.



## *Providing Speed in Delivering Minute Entries*

The Clerk's Office continued expanding its Minute Entry Electronic Distribution System (MEEDS) to interested law firms. MEEDS is a program that automates the entire court minute entry process for adult and non-confidential cases by sorting and electronically sending the entries from the court to the court docket, to the website, and to all interested law firms.

Currently, there are 296 law firms representing more than 2,640 attorneys who are enrolled in the program. MEEDS is providing law firms faster service and is saving the Office considerable time and costs in mailing and printing. Prior to MEEDS, all minute entries were manually printed, sorted by staff, and either mailed or placed in an area for pick-up.

## *Providing Quicker Service at the Customer Service Center*

With the installation of two computers, the Customer Service Center began providing customers the opportunity to instantly view actual court documents on the computer monitors, rather than having to make a file request and wait for staff to pull the file. The documents accessible at these computers are scanned images—probate documents from 1998 forward and all new case types from 2002 forward.

After viewing the documents, the customer can print the page(s), go to the counter where they are printed out, and pay the fee. It saves time for customers and staff, and allows more than one person access to a file at the same time.



The Office expanded its Alternative Filing Service by installing an internal filing box at the Northwest Regional Court. This box is available from 8 a.m.-5 p.m., Mon.-Fri. and it allows customers to file their documents (except Juvenile) without standing in line at a filing counter. Other internal filing boxes are located in the Southeast Court lobby, and Downtown in the Distribution Center and at the Probate and Family Court Filing Counters.

The Office also offers two external filing boxes that are available 24-hours a day, seven days a week, which are located at Mesa's Southeast Court entrance, and in the Madison Street Parking Garage in Downtown Phoenix.

## *Productions*

Besides the annual report, the office also produces some other resources to assist its customers; they are:

- Doing Business with the Clerk's Office - a guide to office services and procedures. This publication is available on-line at: [www.clerkofcourt.maricopa.gov/news.asp](http://www.clerkofcourt.maricopa.gov/news.asp)
- Case History Index - a statistical publication about the court cases filed with the office. This is available on-line at: [www.clerkofcourt.maricopa.gov/case\\_history.asp](http://www.clerkofcourt.maricopa.gov/case_history.asp)
- Talk of the Town - a periodic newsletter that is distributed to the legal community.
- The Website - which provides on-line services and information. The website address is: [www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov)



## Proceeding Upward in Learning a New Area

The Juvenile staff proceeded in learning how to handle court hearings with juries this past year as a result of House Bill 2024, which included a provision that allows for a jury trial in hearings terminating parental rights, if requested by the parent whose rights are being terminated.

Since the courtrooms at Juvenile did not have jury boxes, the cases from Durango Juvenile were held at the Downtown Court Complex and the cases for Southeast Juvenile were held at the Southeast Adult Court.

## Proceeding Forward with Better Method to Transfer Funds

The Criminal Financial Obligations Unit (CFO) completed a year-long project that streamlined the process of transferring unclaimed property to the Department of Revenue (DOR). With the new program, the CFO was able to send 30,215 undeliverable items (unclaimed restitution) totaling \$438,668 to the DOR with only a few computer clicks. Formerly, this task was a lengthy and time-consuming manual process. The new program also provides additional research capabilities. CFO is required to send unclaimed property to the DOR each year.



Several on-line services have been created or improved this year including the transferring of funds and on-line searches.

## Proceeding Onward with Water Case

The Arizona General Stream Adjudication is a lengthy series of proceedings designed to determine the ownership of surface water rights in Arizona. Since Maricopa County is where the largest number of potential claimants reside, the Clerk's Office is entrusted with the record keeping for the entire adjudication process. Specifically, the Office maintains 84,206 claims and provides document access to litigants and the public.

Since its initiation in April 1979, the Gila River adjudication cases, currently being administered by the Honorable Eddward Ballinger Jr. and Special Master George A. Schade, consist of 361 volumes which contain a total of 5,779 documents.

## Proceeding Outward to Serve Process Servers

The Clerk's Office proceeded into its second year of monitoring the certification of private process servers in Maricopa County. Among the responsibilities of this function are processing the applications for all initial and renewal applicants, administering tests to initial applicants, and maintaining the database of registered process servers. Applications are available at Window 10 in the Central Court Building's Family Court Filing Counter area, at the Filing Counters for the Southeast and Northwest Courts, and on the website at: [http://www.clerkofcourt.maricopa.gov/process\\_svr.asp](http://www.clerkofcourt.maricopa.gov/process_svr.asp)

## *Pronouncing a New Name to On-line Search for Unclaimed Funds*

A on-line service introduced last year to assist the public and businesses recover money that is owed to them was renamed on the website this year. Formerly called "Unclaimed Property," the site is now called "Finding Funds – Unclaimed Restitution."

The feature is available on the Office's website at: [www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov). It is designed so users can simply enter their name or name of their business to see if the Office has any court-ordered restitution monies or assets belonging to them. If so, they can print and complete the forms, and either fax them (602-506-5127) or mail them to the Criminal Financial Obligations Unit (CFO) at 201 W. Jefferson, Phoenix, AZ 85003.

Currently, the Office has approximately \$800,000 of unclaimed monies and assets that it is holding for crime victims.

## *Pronouncing a New Electronic Service at Customer Service Center*

The Customer Service Center began offering to electronically send the new case filings for all case types on a weekly basis to interested customers. To obtain the service the customer must pay an initial set up fee and a weekly fee. Once they are enrolled, the filings are sent via email to the customer. Currently, there are more than 20 customers who have signed up for this program.

## *Pronouncing More Convenience in Payment Options*

The Clerk's Office now is able to provide customers at all office locations the convenience of using their credit cards (Mastercard/Visa) as a form of payment for copies of court records, marriage licenses, filing fees, and the Clerk's portion of the passport application fee. In addition, the Juvenile Division accepts credit card payments for restitution, fines, and other reimbursements.

Previously, the office only accepted a limited number of credit card transactions over the telephone from mostly out-of-state customers.

### *Provision*

Clerk of the Court employees showed that they are not only dedicated to their work, but to the community they work in. Here's how... staff donated more than \$9,129 to the County Combined Charity Campaign, which assists non-profit agencies; they adopted five families consisting of 25 children and provided them clothing, food certificates, and gifts during the holiday season; they donated 202 pairs of socks and 345 pairs of shoes for the homeless; they collected a carload of school supplies and some handmade items to assist the efforts of the Thomas J. Pappas School for the homeless; donated 987 school supply items to local school systems for children in need; and they donated 3,862 articles of clothes for individuals in need.



## Customer Service Center Proud to be Named Best

The Customer Service Center was selected as the "Best Place for Public Information" in the New Times' (a weekly publication) "Best of..." issue this year. The publication said, "The office is thoughtfully designed and laid out to accommodate people. There are more than two dozen desks and several large round tables throughout the room, so privacy is not an issue. A nice touch is the kid-size tables for those patrons who have to bring small children with them. There are numerous computer terminals for looking up case numbers. Rows of couches fill the room so waiting is comfortable."

## Office Proud of Employee's Accomplishments

The Arizona Family Support Council selected Support Services Orders Karla Molina as their "Clerk of the Year." Molina was selected for the honor for demonstrating dedication to the child support field beyond the call of duty.

## Proud to Report on Report's Success

The Public Affairs Office received national recognition for its production of the 2002-2003 Annual Report (titled "Our Warm Climate") from the International Association of Business Communicators (IABC) and the Awards of Publication Excellence Program (APEX). The IABC presented the report a Copper Quill and a Cactus Quill Award of Merit in annual competitions among state and local businesses, organizations, and governments. APEX, a national competition among businesses, non-profit organizations, and government agencies, bestowed an "Award of Excellence" on the report.

## Proud to be Recognized for Training Excellence

Five Clerk employees, who handle training responsibilities in their areas, were recipients of the Supreme Court's "Trainer Excellence Award," which is given to honor employees who promote and support continuing education in Arizona. The employees were Sheri Jaffe, Cynthia Kurtz, AnnMarie Thorton, Francisca Horst, and Mary Davis.



### PILLARS ERECTED TO HONOR EMPLOYEES

The County Board of Supervisors dedicated three "Pillars of Honor" to recognize county employees who have retired with 30 or more years of service; or who have lost their lives during service; or who have received significant regional/national recognition in their service. The pillars are located on the Central Court Plaza. The Clerk's Office had one employee retire after 30 years and two employees who surpassed 30 years of service this past year, which makes them eligible for one of the pillars.

# Prospects



The prospects for the future of the  
Clerk of the Superior Court's Office.

PROFILING WHAT'S AHEAD...  
Northeast Groundbreaking  
E-venture Website  
Training

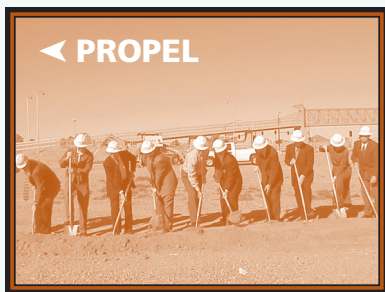
*"The best preparation  
for good work tomorrow  
is to do good work today."*

-Elbert Hubbard



## Court Propels Toward the Northeast

The Clerk of the Court's Office, the Superior Court, and the Justice Courts are all headed in a new direction—Northeast, to be exact. In February, court officials broke ground on a new 104,900 square foot Northeast Regional Center that will serve the Northeast Valley citizens. The facility will be located on the southeast corner of State Route 51 and Union Hills. It will house the Clerk's Office, 12 Superior Court courtrooms (Civil and Family cases), and four Justice Courts. The courtrooms will be equipped with state-of-the art technology including special audio, video, and/or CD taping of proceedings.



Court officials breakground at a ceremony for the new Northeast Regional Court.

Among the services that will be available at the facility are: a Clerk's Office filing counter and offices, Marriage Licenses and Passports, Self Service Center, Domestic Violence Prevention Center, Juror Services, Mediation, Conciliation, Court Information Services, and Court Interpreters. It is projected that the new building will be completed and ready for occupancy in the summer of 2005.

## Training Set to Propel Future Course

The Training and Staff Development Office is planning some exciting things for the upcoming year. Innovative new approaches to New Hire Orientation will help ensure employees get off on the right foot, while detailed Job Books and Career Training Tracks will make sure staff is prepared to meet the challenges of the high-tech workplace of the future. Training plans to be an important part of resolving some of the future challenges, including improving customer service, reducing turnover, succession planning, and change management.

## E-venture Coming

During the next fiscal year, the Clerk's Office plans to launch a new website called "E-ventures," which will be dedicated to providing information about the office's electronic initiatives. The purpose of the website will be to keep everyone who is impacted and/or has an interest in the office's electronic initiatives informed with up-to-date information, as well as educate audiences about the various components of the office's Electronic Document Management System.





*"Efficiency is doing better  
what is already being done."*

-Peter F. Drucker

# Proficient

A listing of office locations  
that serve with proficiency.

PROFILING WHAT'S AHEAD...  
Customer Service Locations  
Marriage License Locations  
Passport Applications Locations

# Service Pro Locations

## CUSTOMER SERVICES

Central Court Building, 201 W. Jefferson Street (Phoenix)	(602) 506-3360
Customer Service Center, 601 W. Jackson Street (Phoenix)	(602) 506-3360
Automated Support Line	(602) 506-1900
Family Support Call Center	(602) 506-3762
Northwest Regional Center, 14264 Tierra Buena (Surprise)	(602) 372-9400
Old Courthouse, 125 W. Washington (Phoenix)	(602) 506-3763
Southeast Regional Facility, 222 E. Javelina Avenue (Mesa)	(602) 506-3360

## JUVENILE COURT SERVICES

Southeast Facility, 1810 South Lewis (Mesa)	(602) 506-2850
Durango Facility, 3131 West Durango (Phoenix)	(602) 506-4041

## MARRIAGE LICENSES & PASSPORT APPLICATIONS

Customer Service Center, 601 W. Jackson (Phoenix)	(602) 506-7400
Southeast Facility, 222 E. Javelina Avenue (Mesa)	(602) 506-2125

## MARRIAGE LICENSES – JUSTICE COURTS

Buckeye, 100 N. Apache, #C	(623) 386-4822
East Mesa, 4811 E. Julep, #128	(480) 985-0188
Gila Bend, 209 E. Pima	(602) 506-1589
Glendale, 5222 W. Glendale	(623) 939-9477
Maryvale, 4622 W. Indian School, #D10	(623) 245-0432
Northeast Phoenix, 10255 N. 32nd St.	(602) 506-3731
Northwest Phoenix, 8230 E. Butherus Dr.	(602) 506-3968
Peoria, 11601 N. 19th Ave.	(602) 395-0294
Scottsdale, 8230 E. Butherus Dr.	(480) 443-6600
South Phoenix, 217 E. Olympic Dr.	(602) 243-0318
Tolleson, 9550 W. Van Buren	(623) 936-1449
Wickenburg, 155 N. Tegner, Suite D	(602) 506-1554

## MARRIAGE LICENSE/PASSPORTS — CITY CLERK

Chandler City Hall, 55 North Arizona Place, #203	(480) 782-2180
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## PASSPORTS ONLY

Arabian Citizen Center, 10817 E. McDowell (Scottsdale)	(480) 312-6280
Arizona State University, 951 South Mill (Tempe)	(480) 965-0877
Chandler City Clerk, 55 N. Arizona Place, Suite 203	(480) 782-2180
Fountain Hills Post Office, 16605 E. Ave. of Fountains (call for times)	(480) 837-4812
Glendale City Hall, 5850 W. Glendale Ave. (Wed. only)	(623) 930-3260
Goodyear Post Office, 875 S. Estrella Parkway (call for times)	(623) 882-9148
Mesa Four Peaks, 9855 E. Southern Ave. (call for times)	(480) 357-3806
Papago Citizen Service Center, 7111 E. McDowell (Fri. only)	(480) 312-7900
Phoenix Main Post Office, 4949 E. Van Buren (by appoint. only)	(602) 225-3158
Scottsdale City Hall, 3939 Civic Center Plaza (call for times)	(480) 312-2412
Sun City Post Office, 9802 W. Bell Rd. (Sun City)	1-800-275-8777



*"You have to perform  
at a consistently higher level than others.  
That's the mark of a true professional."*

– Joe Paterno



# Proactive

This annual report was prepared by the Public Affairs and Education Department of the Clerk of the Court's Office. Additional copies and/or other informational material are available to the public by calling 602-506-6114 or by writing to:

**Public Affairs and Education Office  
Clerk of the Court  
201 W. Jefferson  
Phoenix, AZ 85003**

Also, please visit our website at:  
**[www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov)**